

**STATE OF SOUTH DAKOTA  
OFFICE OF PROCUREMENT MANAGEMENT  
523 EAST CAPITOL AVENUE  
PIERRE, SOUTH DAKOTA 57501-3182**

**Parent Aide Program for Sioux Falls Child Protection Services**  
**PROPOSALS ARE DUE NO LATER THAN 03/11/2013 at 5:00 p.m. (CST)**

RFP #: 2036

BUYER: Department of  
Social Services / Division of  
Child Protection Services

POC: MARK CLOSE  
EMAIL:  
[Mark.Close@state.sd.us](mailto:Mark.Close@state.sd.us)

**READ CAREFULLY**

FIRM NAME: \_\_\_\_\_ AUTHORIZED SIGNATURE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ TYPE OR PRINT NAME: \_\_\_\_\_

CITY/STATE: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

ZIP (9 DIGIT): \_\_\_\_\_ FAX NO: \_\_\_\_\_

FEDERAL TAX ID#: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

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**PRIMARY CONTACT INFORMATION**

CONTACT NAME: \_\_\_\_\_ TELEPHONE NO: \_\_\_\_\_

FAX NO: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

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## 1.0 **GENERAL INFORMATION**

### 1.1 **PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

The purpose of this request for proposal is to select an Offeror for provision of Parent Aide support services to families referred by Division of Child Protection Services when threats of safety are present to children because of concerns of abuse and neglect. The Parent Aide program is part of the continuum of comprehensive support services to families identified to be at high risk for child abuse and neglect. The Parent Aides work directly with each family to provide assistance and support to address the issues that caused the family to be at high risk for abuse and neglect. The services are to be provided to families within the Sioux Falls area (Minnehaha and Lincoln Counties) with the goal of prevention of out-of-home placement of children with their families and of children who are placed out of the home.

### 1.2 **ISSUING OFFICE AND RFP REFERENCE NUMBER**

The Department of Social Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Division of Child Protection Services. The reference number for the transaction is RFP #2036. Refer to this number on all proposals, correspondence, and documentation relating to the RFP.

Please refer to the Department of Social Services website link <http://dss.sd.gov/rfp/index.asp> for the RFP, any related questions/answers, changes to schedule of activities, etc.

### 1.3 **LETTER OF INTENT**

All interested Offerors must submit a **Letter of Intent** to respond to this RFP.

The letter of intent must be received in the Department of Social Services by no later than 01/25/2013

The Letter of Intent may be submitted to Mark Close via email at [Mark.Close@state.sd.us](mailto:Mark.Close@state.sd.us). Please place the following in the subject line of your email: **"Letter of Intent for RFP 2036"**

### 1.4 **SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)**

RFP Publication	<u>01/14/2013</u>
Letter of Intent to Respond Due	<u>01/25/2013</u>
Deadline for Submission of Written Inquiries	<u>01/30/2013</u>
Responses to Offeror Questions	<u>02/08/2013</u>
Proposal Submission	<u>03/11/2013</u>
Proposal Revisions (if required)	<u>03/18/2013</u>
Anticipated Award Decision/Contract Negotiation	<u>04/12/2013</u>

### 1.5 **SUBMITTING YOUR PROPOSAL**

All proposals must be completed and received in the Department of Social Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original and 6 (six) identical copies of the proposal shall be submitted.

In addition, the Offeror should provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.

**The cost proposal must be in a separate sealed envelope and labeled “Cost Proposal”.**

All proposals must be signed in ink by an officer of the responder legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words “Sealed Proposal Enclosed” must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**REQUEST FOR PROPOSAL #2036 PROPOSAL DUE 03/11/2013**  
**SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES**  
**ATTENTION: MARK CLOSE**  
**700 GOVERNORS DRIVE**  
**PIERRE, SD 57501-2291**

All capital letters and no punctuation are used in the address. The above address as displayed should be the only information in the address field.

No proposal may be accepted from, or any contract or purchase order awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

**1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS**

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

**1.7 NON-DISCRIMINATION STATEMENT**

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

**1.8 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

## **1.9 OFFEROR INQUIRIES**

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. Email inquiries must be sent to Mark Close at [Mark.Close@state.sd.us](mailto:Mark.Close@state.sd.us) with the subject line "RFP #2036".

The Division of Child Protection Services will respond to Offeror's inquiries will be posted on the DSS website at <http://dss.sd.gov/rfp/index.asp> . Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

## **1.10 PROPRIETARY INFORMATION**

The proposal of the successful Offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

## **1.11 LENGTH OF CONTRACT**

Estimated beginning date of the contract: 06/01/13

Estimated ending date of the contract: 05/31/14

An extension period for renewal could be for an additional year

## **1.12 GOVERNING LAW**

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.

## **2.0 STANDARD AGREEMENT TERMS AND CONDITIONS**

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as outlined in Attachment # 1 Grant Agreement.

## **3.0 SCOPE OF WORK**

The Department of Social Services vision is Strong Families – South Dakota's Foundation and Our Future. The Division of Child Protection Services purpose is working together to bring safety, permanency and well being to families to build a better tomorrow. As part of the Division of Child Protection Services mission to strengthen and support families, the Division of Child Protection Services provides services to families where children can remain safely in the home or children are removed and efforts are made to return the children home (reunification). By providing services to families in the home that need additional support, the Parent Aide Program will assist families by helping parents make behavior changes needed to safely parent their children.

The Parent Aides are assigned to work with families following the completion of the Initial Family Assessment. The Parent Aides are involved with the parents during a time in the parent's life when it is chaotic and an evaluation of safety determines that an in-home safety plan is appropriate. The Parent Aides help to assist

needed parental behavior changes during their home visitation. The Parent Aides supports families and encourages parents to take steps to become more protective. Parent Aides respond to needs of the family through parenting education, role modeling, and referrals to community resources.

The estimated number of families to be served per year is 150. Parent Aides are expected to provide a minimum of weekly visits which would be 1 -2 hours per visit. Some cases may require increased visitation per week and additional services based on the family situation and the case plan with the family.

### **3.1 In Home Services to Families**

The Parent Aides will be expected to work with parents in the parent's home and assist parents with receiving services from community providers. The services will be guided by the families' needs and the case plan.

Describe in the RFP proposal how the Offeror will:

- A. Coordinate the Parent Aides services with the Division of Child Protection Services in Minnehaha and Lincoln counties include a main location for the program and how the program will be available to families.
- B. Coordinate and collaborate with the Division of Child Protection Services and other key stakeholders to ensure staff's knowledge of and ability to work with available services.
- C. Improve parenting behavior based on the approach or model that will be used and how it will provide individualized services based on family needs as described in the case plan.
- D. Ensure that the Parent Aide's schedule will meet the needs of the parents which will sometimes require that services be provided any day of the week outside the normal 8:00 – 5:00 schedule.
- E. Keep the Division of Child Protection Services Family Services Specialist informed of case activity. This should include discussion about routine reports that will be used to update the Family Services Specialist and report that require more immediate contact with the Family Services Specialist.
- F. Keep the Region 6 Regional Manager and the Division of Child Protection Services Parenting Education Program Specialist informed about the program and information related to the following areas:
  - o total number of cases
  - o family demographics
  - o results of closed cases
  - o program challenges
  - o project improvement efforts
  - o a narrative summary regarding program progress
  - o family/parent aide statistics
  - o hours spent with families per parent aide
  - o frequency of home visits per family
- G. Describe how the Offeror will maintain case record documents and information.
- H. Describe how an assessment will be used to assist parents in meeting the needs of their children in the following areas: maintenance of home; educational, medical, therapy and counseling issues; parenting skills; social network; family coping skills, alcohol, drug and/or domestic abuse awareness.
- I. Describe how follow-up will be completed with families after closing the case.
- J. Describe the quality assurance process used to measure policy, procedure, outcome and success with the Parent Aide program.

### **3.2 Staff Competency**

The Offeror will be expected to have staff that will have the knowledge and skill to meet the following program responsibilities.

Describe in the RFP proposal how the Offeror will:

- A. Ensure that staff has a combination of education and experience that is in line with the type of services being provided and the work required under the RFP. If staff does not meet these qualifications upon employment, the vendor must describe a plan for ensuring that staff will meet the training and certification requirements.
- B. Ensure that staff has the skills, ability and flexibility to work effectively with the population being served.
- C. Ensure staff has an understanding of child development and the dynamics of abuse and neglect. The Offeror will understand the law regarding mandates related to reporting of abuse and neglect and will require all staff to report suspected case of child abuse and neglect.

- D. Provide training to the staff that is relevant to the services delivered.
- E. Provide technology to the Parent Aides to communicate with Child Protection Services; both verbally and in writing.
- F. Ensure that the staff provides regular contact and more immediate contacts based on case issues with the assigned Division of Child Protection Services' Family Services Specialist for case updates.
- G. Ensure that the staff is willing to meet with families independent of the Family Services Specialists as directed by the Division of Child Protection Services.
- H. Provide services as designated in the case plan related to the Parent Aide Program.

### **3.3 Reporting Procedures:**

- A. The Offeror will provide the Division of Child Protection Services Region 6 Regional Manager and State Program Specialist a monthly report detailing dates and times of services for the Parent Aide Program. The report must include expenditures for the proceeding month related to Parent Aide salaries and benefits, supervision, office utilization, supplies, telephone expense, travel expense etc.
- B. The Offeror will prepare an Excel spreadsheet for the Parent Aide Program, to include the case name, referring worker, the date and length of services for the month, totals for the number of services, the number of hours accrued during the calendar month, and total amount of time spent with families by each Parent Aide. The Offeror will show cost associated with these services.
- C. Payment will be made pursuant to the monthly submission of a report identifying the cost of services provided by the Offeror.

## **4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS**

- 4.1 The Offeror is cautioned that it is the Offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The Offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.

In addition to the areas in Section 3, proposal must include the following:

- 1. Organizational overview including program background, services and population served by the organization.
  - 2. Organizational mission statement.
  - 3. Description of familiarity of the Offeror regarding the service area addressed in the proposal (Minnehaha and Lincoln counties).
  - 4. Demonstrated ability to coordinate with community resources and other organizations.
  - 5. Demonstrated experience of work with other private or governmental entities, including challenges faced and addressed by the vendor.
  - 6. Description of the quality assurance process, including the frequency of reviews, which will be used to monitor the effectiveness of the Offerors' services.
  - 7. Describe experience in providing training and/or technical assistance in working with parents, children and families.
  - 8. Provide an organizational chart showing how staff responsibilities will be distributed and lines of authority. Staff qualifications such as work experience and educational requirements must be documented for each staff position.
  - 9. Provide job descriptions for the following position that are to be included in the RFP:
    - Parent Aide position** – the delivery of services.
    - Supervisor position** – provides direction to the Parent Aides and collaborates with the Division of Child Protection Services regarding the Parent Aide program.
- 4.2 **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific

procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

- 4.3 The Offeror **MUST** submit a copy of their most recent independently audited financial statements.
- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the Offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:
- a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
  - b. Dates of the service/contract; and
  - c. A brief, written description of the specific prior services performed and requirements thereof.
  - d. Describe any challenges addressed as part of the current or past services or contract?
  - e. Describe Offerors's flexible capacity to handle needs of the contract with the State?
  - f. Describe Offerors's processes and strategies to identify potential critical problems or task and how your organization has and would handled these situations.
- 4.5 If an Offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated.

## **5.0 PROPOSAL RESPONSE FORMAT**

- 5.1 An original and 6 (six) copies shall be submitted.
- 5.1.1 In addition, the Offeror should provide one (1) copy of their entire proposal, including all attachments, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.
  - 5.1.2 The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.
- 5.2 All proposals must be organized and tabbed with labels for the following headings:
- 5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.
  - 5.2.2 **Executive Summary.** The one or two page executive summary is to briefly describe the Offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
  - 5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
    - 5.2.3.1 A complete narrative of the Offeror's assessment of the work to be performed, the Offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the Offeror's understanding of the desired overall performance expectations.
    - 5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.
    - 5.2.3.3 A clear description of any options or alternatives proposed.

- 5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

The cost proposal must be submitted in a separate sealed envelope labeled "Cost Proposal" as outlined in section 1.5 of this RFP.

See section 7.0 for more information related to the cost proposal.

## **6.0 PROPOSAL EVALUATION AND AWARD PROCESS**

- 6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:
- 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
  - 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
  - 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
  - 6.1.4 Proposed project management techniques;
  - 6.1.5 Ability and proven history in handling special project constraints, and
  - 6.1.6 Availability to the project locale;
  - 6.1.7 Familiarity with the project locale; and
  - 6.1.8 Cost Proposal
- 6.2 Experience and reliability of the Offeror's organization are considered subjectively in the evaluation process. Therefore, the Offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 6.3 The qualifications of the personnel proposed by the Offeror to perform the requirements of this RFP, whether from the Offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the Offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- 6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.
- 6.5 **Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.
- 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.



- 6.5.2 The negotiation process may continue through successive Offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

## **7.0 COST PROPOSAL**

The Offeror should submit their proposal for allocation of various expenses associated with providing services to the State within the scope of their proposal. This proposal should include all cost associated with employee salaries and benefits, for direct and indirect care staff, insurance vehicle costs, facility rent/lease/maintenance cost, office supply costs, utilities, professional fees and contract services and any other expenses that are deemed necessary to perform the services outlined in this proposal.